

ABSTRACT OF THE DISCLOSURE

There is provided a method and a system for servicing and maintaining thermal equipment, water treatment equipment and the like, which fulfills a prompt countermeasure against an abnormality. The servicing and maintenance system is provided with a communication line connecting between a facility site and a management center. The management center is provided with a database for storing various information on the thermal equipment and/or water treatment equipment, and a control unit for reading requested information from the database in response to a request of the facility site side to provide various information and transmitting the requested information to the facility site through the communication line. Further, the facility site is provided with an information retrieval unit which is capable of requesting the control unit to provide various information through the communication line, receiving the requested information transmitted from the control unit through the communication line, and confirming contents thereof.

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